LowellSTAT Report
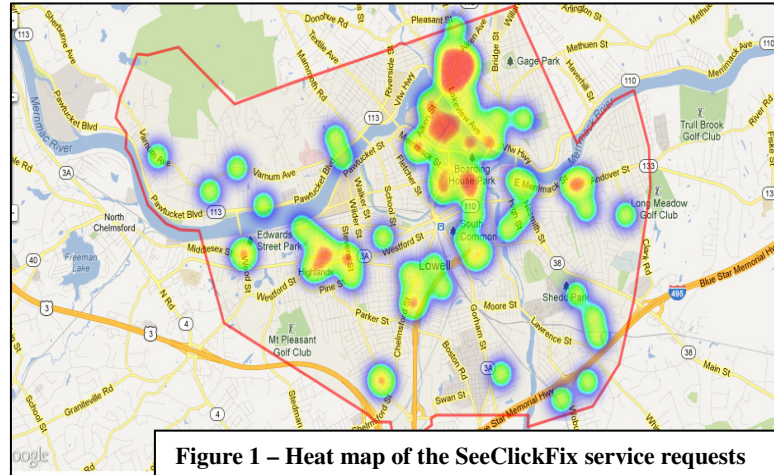April 2013
Subject: Community Engagement

SeeClickFix: In July of 2012, the City of Lowell introduced a new method by which residents, business owners, or other visitors to the City can initiate service requests to the City by using their mobile smartphones or tablets. The mobile app, called SeeClickFix, can be downloaded on to an iPhone or Android device and used to report a wide range of issues to the City. Everything from potholes, to graffiti, to snow removal requests, and everything in between, can be communicated via the app and scheduled for correction by the appropriate City staff. Since its roll-out in July, SeeClickFix has received **653 total** requests. These requests can also be initiated by using the SeeClickFix web

Figure 1 – Heat map of the SeeClickFix service requests

app, located on the City Website here: http://seeclickfix.com/lowell/ . **City Manager, Bernie Lynch says** "This is a way we can improve citizen engagement and work together to build a sustainable community while engaging citizens and resolving civic issues in a timely manner." The service has allowed the City administration to better track trends in service requests by using the many features available through the SeeClickFix (**Figure 1**) and also allows employees in DPW and Neighborhood Services to identify problem areas through the app's ability to include pictures with the service request.

E-Gov: The E-Gov online system has been in operation since 2010 and was the City administration's initial attempt to improve Community Engagement by utilizing web-based reporting methods. This Online Service Request system allows visitors to submit suggestions, request information, place service requests, or report possible code violations to the City. E-Gov requests can be initiated by visiting the City's website.

Figure 2 shows a detail of the requests submitted to the City in 2012. In the calendar year, there were **over 10,000 requests submitted** regarding **Potholes, Snow Removal,** and **Graffiti.**

E-Gov Citizen Requests 2012	Sum of Total
HD - Residential Rental Inspection Request	**1520**
DPW - Report a Water Issue	**1163**
DPW - Missed Pickup of Trash, Recycling, and/or Yard Waste	**772**
DPW - Report a Street Light Outage	647
HD - Internal Building 'Sanitary Code' Violation	**521**
NHS - Graffiti Violation	**386**
ELT - Voter Registration Form / Absentee Ballot Application Request	362
DPW - Tree Issues	**357**
HD - External Building 'Minimum Standards' Violation	**345**
ISS - Dumping or Disposal of Trash, Refuse, Hazardous Substances, Tires, Appliances or Furniture	324
LWWU - Report an Issue to Lowell Waste Water Utility (Street Flooding, Complaint, etc.)	316
DPW - Catch Basin, Sewer Backups and Street Flooding	292
DPW - Broken Trash Cart Report	160
DPW - Sidewalk or Road Improvement Request	130
LWWU - Catch Basin Cleaning/Repair Request	119
ISS - Trash, Solid Waste, and Recycling (General)	92
LWWU - Report a Sewer Backup	72
MGR - Contact the Office of the City Manager	69
LPD - Traffic Signs	59
NHS - General Question	47
ISS - Unregistered or Abandoned Vehicle Violation	36
LWWU - Odor Complaint	4
DPD - Business Information Request	4
MYR - Request from the Mayor's Office	1
DPW - City Flag / Flagpole Issues	1
HD - Snow Removal (Sidewalks)	1
Grand Total	**10,125**